# Approved Student Employment Interview Questions

## INTERVIEW PROCESS

### 1- Prepare for the Interview

- Identify workforce skills important for the job.
- Select interview questions related to the workforce skills required for success
- Decide who will participate in the interviews
- Decide where the interviews will take place
- Decide how long the interview per candidate will be.
- Schedule the interviewers

### 2-Candidate Interview Preparation

- Review application materials, including resume (curriculum vitae) and any application forms.
- Decide which jobs/experiences are most relevant to the target job.
- Note any jobs/experiences about which you are unclear or would like more information.
- Make note of extracurricular activities and/or leadership roles.
- Prepare/Select the Behavioral Questions / Workforce Skills questions you want to ask. (See list of approved suggested interview questions – Suggested 5-7 questions)
- Decide what technical skills, knowledge and abilities need to be interviewed for (suggested 2-3 questions depending on the role).
- Modify questions to better fit the candidate's experience - if needed.
- Decide what order the questions need to be asked and by what interviewer if more than one.
- Estimate the time needed to cover each question
- If conducting a panel interview decide the process and flow for the questions.

### 3-Open the Interview
- Greet the candidate, giving your name and position.
- Explain the interview's purpose:
  1. To acquaint interviewer (s) and candidate.
  2. To learn more about the candidate's background and experience.
  3. To help the candidate understand the position and organization.
- Describe the interview plan and purpose.
  1. Briefly review jobs/experiences (use job description if available).
  2. Provide information about the position and organization.
  3. Indicate that you (or panel) will be taking notes.

### 4-Make the transition to the Behavioral Interview Question Process, which includes:
  1. Asking general opening Questions (see list for suggested opening questions)
  2. Asking core competency / workforce skill questions (see list of approved suggested workforce skill questions)

### 5-Interview Close
  1. Provide information on position, organization, or location.  If you are the last interviewer, check the candidate's understanding of these points.  (Note anything that appears to match or conflict with the candidate's stated motivations and preferences).
  2. Give the candidate the opportunity to ask questions.  (Note the questions asked).
  3. End the Interview. Explain next steps in selection process. Thank the candidate for a productive interview.
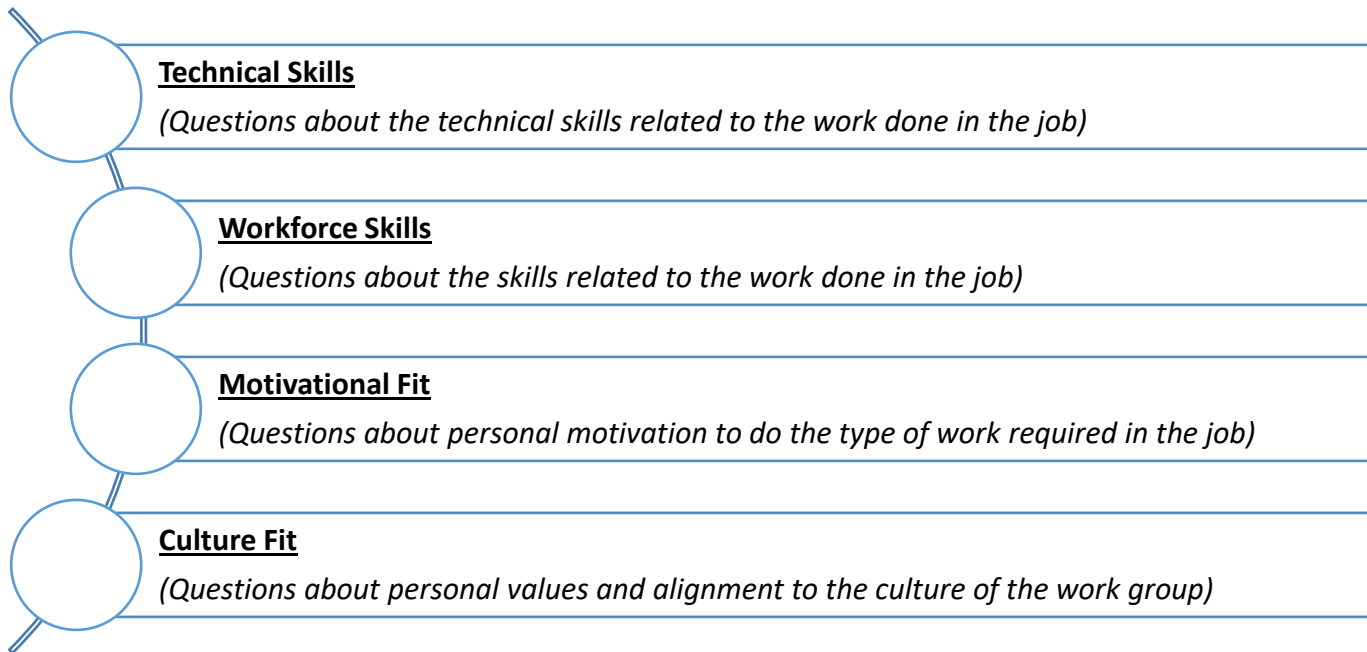
**Approved Interview Questions**

## INTERVIEW OPENING GENERAL QUESTIONS

1. What do you know about this team/group or department and why do you want to work here?
2. Tell us a bit about your professional journey to this point.
3. What would your first 30, 60, 90 days look like in this role?
4. What type of work environment do you thrive in/prefer?  Please tell us about a time where you worked in this type of environment.
5. What type of leadership style do you work best under and why?
6. Tell us what interested you most about the position and why?
7. How will working in this role help you in your future career?
8. How is/did your education/training prepare you for a job such as this?
9. Which classes did you enjoy the most?  Why?


## BEHAVIORAL INTERVIEW QUESTIONS SHOULD BE A COMBINATION OF THE FOLLOWING:

**Technical Skills**

*(Questions about the technical skills related to the work done in the job)*

**Workforce Skills**

*(Questions about the skills related to the work done in the job)*

**Motivational Fit**

*(Questions about personal motivation to do the type of work required in the job)*

**Culture Fit**

*(Questions about personal values and alignment to the culture of the work group)*


## BEHAVIORAL INTERVIEW QUESTIONS – TECHNICAL SKILLS

**Technical Skills Questions**
Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise.

1. Describe all the online tools and programs you have used in the past.  What is your level of proficiency with those tools and programs?
2. How much experience have you had with (*insert tool and or program names here*)?  How would you rate yourself?
3. Can you please send me examples of using this tool in your school activity or other jobs?  What was the situation, what did you do in the situation and what was the result?
4. Can you please send me your portfolio of work as it relates to this job role?
5. When was the last time you used this platform or tool?

**BEHAVIORAL INTERVIEW QUESTIONS BY WORKFORCE SKILL (*NON-TECHNICAL SKILLS*)**

## Career Management
One identifies and uses understanding of self to communicate skills, strengths, and experiences relevant to career goals. Career management includes utilizing personal skills and abilities to display confidence and self-awareness.

1. Give me an example of a time you had to adapt to a new situation in a short amount of time?  What was the situation, what did do in the situation and what was the result?
2. Give me an example of a time you had to quickly change course on a project or a task? What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time you had to remain positive and committed in the face of change. What was the situation, what did you do in the situation and what was the result?

## Collaboration
Collaboration is working within a team, fostering collaborative relationships with peers and supervisors, and using interpersonal skills to demonstrate respect and dignity for others while working toward a common goal.

1. Give me an example of a time you had to partner with another person or team to complete a project or task.  What was the situation, what did you do in the situation and what was the result?
2. Give me an example of a time you were asked to collaborate with another person or group across campus in order to reach a goal or ensure project success. How did you initiate your collaboration?  How did you divide roles and responsibilities?  How did you ensure the group stayed on track? What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time you had to identify or find others to help you on a project or a task?  How did you figure out who to contact?  How did you network effectively to find the right people?  What was the situation, what did you do in the situation and what was the result?

## Communication
Communication means to develop and articulate ideas clearly and effectively across all mediums including but not limited to written, oral, and digital communication.

1. Give me an example of a presentation you had to give. What was the situation, what did you do in the situation and what was the result?
2. How do you ensure that you are communicating effectively with a customer, with a peer, with a supervisor?  What did you say and do?
3. What does effective communication mean to you and why?

## Critical Thinking
Critical thinking is developed by analyzing issues, making decisions, and overcoming problems by using sound reasoing before forming a strategy, decision or opinion

1. Give me an example of a time you had to make a decision based on limited information. What was the situation, what did you do in the situation and what was the result?
2. Give me an example of a time that you needed to overcome a barrier in completing a task or action.  What was the situation, what did you do in the situation, and what was the result?
3. Give me an example of a time you had to provide fact based information to convince others to move forward in a different way. What was the situation, what did you do in the situation and what was the result?

4. Give me an example of a time you had to quickly troubleshoot a problem and come to a decision on what to do. What was the situation, what did you do and what was the result?
5. When you make a decision, what factors do you consider and why? What was the situation, what did do in the situation and what was the result?
6. What is the most important decision you have had to make?  Walk me through your thinking and how you came to your conclusion?

## Global Citizenship
Global citizenship means demonstrating inclusiveness, respect, and the ability to learn from diverse cultures, races, ages, genders, sexual orientations and religions.

1. Give me an example of a time that you had to work with a diverse group of people?  What was the situation, what did you do in the situation and what was the result?
2. How do you ensure that that you respect others in professional working interactions? Give me an example of a time you had to do that. What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time where you had to work with someone with a very different background.  What was the situation, what did you do in the situation and what was the result?

## Ingenuity
Synthesizing existing ideas and concepts in innovative and creative ways to develop new ways of thinking or working, and engaging in divergent thinking and risk taking.

1. Give me an example of a time you challenged a paradigm or a standard process and thought of a better way to do things? What was the situation, what did do in the situation and what was the result?
2. Give me an example of a time you implemented a new process or a new approach to an old process?
What was the situation, what did do in the situation and what was the result?
3. Give me an example of a time you needed to implement a new process and had to get many people's buy in and input before implementing the process. What was the situation, what did you do in the situation and what was the result?

## Professionalism
Displaying effective work habits, high integrity, and ethical behavior. Someone proficient in professionalism possess the ability to demonstrate skills confidently and apply talents to achieve professional success.

1. Give me an example of a time you had to present yourself in a professional manner. What was the situatuion, what action did you take and what was the result?
2. How do you describe professionalism and why?  Why is it important in a work setting?
3. How do you ensure that you remain professional.

## Leadership
Leadership involves taking initiative, demonstrating effective decision making and informed risk taking, and motivating and encouraging participation from others to work towards a shared vision.

1. Give me an example of a leadership role you have had in the past.  What was the situatuion, what action did you take or role did you play as a leader and what was the result?
2. How do you define effective leadership and why?

3. What are your leadership skill strengths and what are you leadership skill gaps?  What have you done to improve the gaps?
4. Describe a time you stepped up into leadership role when you working on team. What was the situatuion, what action did you take and what was the result?

## Applied Learning
Assimilating and applying new job-related information in a timely manner.

1. Give me an example of a time you had to learn something quickly and apply it.  What was the situation, what did you do, and what was the result?
2. What do you do to quickly get up to speed on a new task or new material?
3. How do you quickly assimilate and learn a new way of doing something or a new task?

## Customer Service
Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.

How do you define good customer service?
1. When working with a customer, internal or external, how do you ensure that you understand the customer's circumstances, problems, expectations or needs.
2. Describe a time you had to deal with a customer that was not happy. What was the situation, what did you do and what was the result?
3. How do you ensure you are providing good customer service?
4. Describe a time where you were able to provide good customer service.  What was the situation, what did you do and what was the result?

## Follow Up
Monitoring the results of delegations, assignments, or projects, considering the skills, knowledge, and experience of the assigned individual and the characteristics of the assignment or project.

Describe a time you had to ensure that you followed up on key tasks and or deliverables.  How did you ensure that nothing was forgotten?  How did you plan and organize yourself to ensure you followed up in a timely manner? What was the situatuion, what action did you take and what was the result?
1. Give an example of a time you had to program many follow up tasks and items for a project or for work.
2. How do you keep up with multiple requests and deadlines?

## Adaptability
Maintaining effectiveness when experiencing major changes in work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.

1. Give me an example of a time you had to adapt to a new situation in a short amount of time?  What was the situation, what did you do in the situation and what was the result?
2. Give me an example of a time you had to quickly change course on a project or a task? What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time you had to remain positive and committed in the face of change. What was the situation, what did you do in the situation and what was the result?

## Continuous Learning

Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.

1. Give me an example of a time you had to learn something quickly and retain the content?  What was the situation, what did you do in the situation and what was the result?
2. Give me an example of a time you had to put new knowledge to work in a new job? What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time you had to seek out feedback and get help to complete a new task.  What was the situation, what did you do in the situation and what was the result?

## Initiative

Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.

1. Give me an example of a time you implemented a new idea or a solution to a problem without prompting or waiting for other people to tell you what to do?  What was the situation, what did you do in the situation and what was the result?
2. Give me an example of a time you went above and beyond your job description in order to reach goals or exceed expectations? What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time you had to take immediate actions when confronted with a problem or when you were made aware of a situation? What was the situation, what did you do in the situation and what was the result?

## Integrity

Maintaining social, ethical, and organizational norms; firmly adhering to codes of conduct and ethical principles.

1. Give me an example of a time you dealt with a situation where you had to demonstrate honesty. What was the situation, what did you do in the situation and what was the result?
2. Give me an example of a time you felt you worked with a teammate in a very honest and forthright way.  What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time your words and actions were consistent. What was the situation, what did you do in the situation and what was the result?

## Managing Work

Effectively managing one's time and resources to ensure that work is completed efficiently.

1. Give me an example of a time when you had to prioritize tasks in order to get things completed.  How did you prioritize and why?
2. How do you effectively allocate appropriate time and or build your daily schedule to complete tasks?
3. How to you plan your day when there are many tasks to complete and everything is a priority?
4. What tools do you use to plan and organize your day and work?
4. Give me an example of the most complicated week you had to manage due to school, work or other activities. What was the situation, what did you do in the situation and what was the result?

## Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

1. How do you ensure consistent quality output for your work?
2. How do you define quality work?

3. Give me an example of a time you had to follow step by step instructions to complete a quality task? What was the situation, what did you do in the situation and what was the result?
4. How do you double check your work to ensure accuracy and high quality?

## Work Standards

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

1. What do high work standards mean to you and why. Give me an example. What was the situation, what did you do in the situation and what was the result?
2. Give me an example of how you accept responsibly for outcomes either positive or negative. What was the situation, what did you do in the situation and what was the result?
3. Give me an example of a time you had to overcome work barriers and obstacles to get your job done? What was the situation, what did you do in the situation and what was the result?

## CULTURE FIT - PERSONAL FIT WITH THE TEAM CULTURE:

**Planned Behavioral Questions**

1 Describe the best working environment or the best team you have worked on. Why was it a good working environment or good team environment for you?
2 Describe a time that you did not fit into the work culture in a past job, role, or group. Why were you not a good fit for that particular group?
3 Describe a work environment where you felt that your personal values and your work values were totally aligned. What was the situation, what did you do in the situation and what was the result?

## MOTIVATIONAL FIT - PERSONAL ATTRIBUTES REQUIRED FOR SUCCESS IN THIS ROLE.

**Planned Behavioral Questions**
1 What motivates you in a work setting or in a class setting?
2 What de-motives you and why?
3 Describe the work roles and responsibilities for this job and ensure the candidate understands them and is excited about that type of work.